



*Washington*  
**Secretary of State**  
SAM REED

PRODUCTIVITY BOARD  
Employee Suggestion Program • Teamwork Incentive Program  
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## AGENDA

### WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State  
Legislative Building  
November 5, 2010  
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*October 1, 2010*)
- Monthly Staff Update --Tracy Workman
- Teamwork Incentive Program Applications – Final (*Ivory Report\**)  
--Reviewers: Mike Kerschbaum and Rich Tomsinski
- Employee Suggestion Adopts  
--Reviewer: Mike Kerschbaum
- Employee Suggestion Non-Adopts  
--Reviewer: Rich Tomsinski
- Adjournment

*\*If you have questions regarding the Employee Suggestions please contact Shad Bell at 360.704.5212  
or for TIP, contact Linnaea Jablonski at 360.704.5259*



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**Productivity Board Meeting Minutes**  
October 1, 2010

**WELCOME & INTRODUCTIONS**

George Masten called the meeting to order at 10:01 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

**ATTENDANCE**

**Board Members present:** Martin Casey, Kathy Goebel, Mike Kerschbaum, George Masten, Rich Tomsinski and Scott Turner

**Board Members absent:** Sam Reed, Brian Sonntag and Wanda Riley

**Staff present:** Shad Bell, Linnaea Jablonski, Dawn Sanquist and Tracy Workman

**APPROVAL OF MINUTES**

The Board reviewed, moved, seconded, and voted unanimously to approve the September 3, 2010 minutes as written.

**MONTHLY UPDATE**

Tracy Workman reported that planning for Public Service Recognition Week 2011 is underway. Dawn Sanquist sent letters to agency heads and college presidents asking for their support and assistance by designating a representative from their agency to volunteer to participate in planning sessions.

With there being quite a few new agency directors, Productivity Board staff is working to set up meetings for Sam Reed and Tracy to meet with them. Hopefully this will spur some interest in agencies that previously didn't promote participation. So far Sam, Tracy and Shad Bell have met with the director of Fish & Wildlife, Phil Anderson, and have meetings scheduled with the directors of Department of Revenue and Washington State Lottery for next month.

Shad also met with the new coordinator for the Department of Retirement Systems to provide her with training and familiarize her with the programs.

**EMPLOYEE SUGGESTION ADOPTS**

Martin Casey reported that he concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

### **EMPLOYEE SUGGESTION NON-ADOPTS**

Scott Turner reported that he concurred with the agency evaluations and recommended approval: It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

### **OTHER BUSINESS**

Productivity board members discussed the following ways on how more recognition could be shown to program participants to keep encouraging participation.

- Have coordinators put links to the Productivity Board (PB) on their agency's intranet.
- Provide a certificate template on the PB website for coordinators to use for suggestors or evaluators with the possibility of having them signed by Sam Reed or Brian Sonntag.
- Work with the communication people to put out press releases when a suggestion or Teamwork Incentive Program team is approved.
- Include smaller community newspapers in the press release, as they are more likely to pick up the story.

Tracy reported she was informed by the Secretary of State's new Office of Financial Management Budget Analyst that the Governor has roundtable discussions currently going on that and the Productivity Board has been brought up with the concern being employees are paid for their ideas through the programs.

### **NEXT BOARD MEETING**

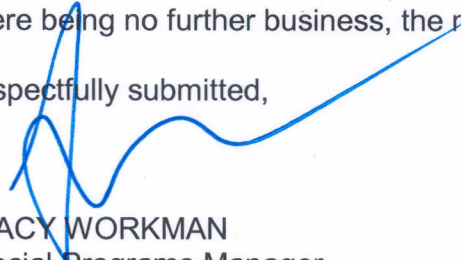
The next Board meeting is scheduled for November 5, 2010 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for November are Mike Kerschbaum and Rich Tomsinski. *Reviewers will also review any Appeals and Teamwork Incentive Program applications presented.*

### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:30 a.m.

Respectfully submitted,



TRACY WORKMAN  
Special Programs Manager  
TW/ds 10/07/10



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Washington State  
Productivity Board

Teamwork Incentive Program – Final Report

November 2010

**AGENCY:** Washington State Department of Health

**TEAM:** CWP – Administrative Lead Team Incentive Program for Blackberries, Cell Phones and Pagers.

**PROJECT PERIOD:** June 2009-June 2010

**OVERVIEW:** A review of the Blackberries, Cell Phone and Pager plans and usage within the office of Community Wellness and Prevention to determine a more economical way to provide this serve to staff. The goal of the project was to save the agency money by merging services and share wireless minutes across the office.

**TEAM ACHIEVEMENTS:** Through consolidation of service plans and elimination of non used pagers and cell phones the team was able to accomplish a savings amount of \$7,519.78.

**ACTUAL NET REVENUE:**  
\$7,519.78

Deanna Morgan	\$376.00
Faith Johnson	\$376.00
Brenda Deligeanni	\$376.00
Michelle Owen	\$376.00
Marissa Bergener	\$376.00

**AWARD APPROVED BY AGENCY:**  
\$1,880.00

\* Reviewers: Mike Kerschbaum, Rich Tomsinski





STATE OF WASHINGTON  
DEPARTMENT OF HEALTH  
Community and Family Health  
Office of Community Wellness and Prevention  
Post Office Box 47839  
Olympia, Washington 98504-7839

RECEIVED

AUG 02 2010

Department of Health  
Office of Human Resources

July 22, 2010

TO: Jennifer McNamara *JMc*  
Amy Ferris *AF*  
Sue Grinnell *SG*

FROM: Deanna Morgan *DM*  
Faith Johnson *FJ*  
Brenda Deligeannis *BD*  
Michelle Owen *MO*  
Marissa Bergener *MB*

SUBJECT: CWP Administrative Lead Team Incentive Program  
for Blackberries, Cell Phones and Pagers

RECEIVED

OCT 04 2010

Productivity Board

This is the completion of a full year of tracking our savings on our Team Incentive Program (Brainstorm) within the Office of Community Wellness and Prevention. We are pleased with our accomplishments. Our original total anticipated net savings was \$7,431.72. We exceeded that estimate. Our final net savings was \$7,519.78.

Please sign off on this memorandum and then forward the complete packet on to Marc Harrison. Marc will then forward on to the Productivity Board for their review and approval.

Thank you again for supporting our work.

RECEIVED

AUG 09 2010

Productivity Board



## WASHINGTON STATE PRODUCTIVITY BOARD TEAMWORK INCENTIVE PROGRAM

Complete this form **BEFORE** you begin a project.

This report serves as the application for teams that apply to the Productivity Board before their team project has started. Teams must meet the following criteria:

1. Submit the completed application form prior to starting the team project with agency head approval.
2. Teams should demonstrate plans to operate at a lower cost or with an increase in revenue with no decrease in the level of services rendered.
3. Provide a list of all team members and the percentage of savings the team will share. Note: The percentage of savings/revenue is up to 25%, with a maximum of \$10,000 per person. Also, include the percentage of the share each team member will receive.
4. The team will need to set a project period i.e., 3, 6, 9, 12 months. The team will be entitled to a percentage of savings for the project period.
5. The completed team application should include the Team Member Authorization Form, and the Agency Authorization Form.
6. The team will need to submit a mid-point review during the project period and a final report at the conclusion of the project. Productivity Board staff will assist agencies during this process.

### APPLICATION FORM

TEAM NAME \_\_\_\_\_ CWP Administrative Lead Team \_\_\_\_\_

AGENCY \_\_\_\_\_ Department of Health \_\_\_\_\_

PROJECT PERIOD \_\_\_\_\_ June 2009 – June 2010 \_\_\_\_\_

#### TEAM OVERVIEW

Provide a brief summary of the project. Please include attachments if needed.

A review of the blackberries within the Office of Community Wellness and Prevention to determine a more economical way to provide this service to staff. This would help to 1) save money, 2) merge services; and 3) be able to share the minutes across the office. This review is also for cell phones and pagers within the Office of Community Wellness and Prevention. Currently there is a variety of phone plans among all staff within the agency and the Office of Community Wellness and Prevention for blackberries and cell phones. This inconsistency creates overspending by not knowing which plan to place an employee on or if the services and minutes are being used efficiently. Recommend all current plans should be consolidated into one shared minute plan which will be more efficient and cost effective.



## TEAM OVERVIEW (continued)

Currently the office has a total of 9 cellphone/Blackberry bills and one pager bill. These would be consolidated into three bills (one cell phone, one Blackberry, and one pager). The team created a spreadsheet to list all cell phones and how many minutes each individual has used from March 08 to March 09. This was used to determine the combined number of minutes that has been used each month. Based on the total number, the team determined which shared plan would provide the greatest savings for the office. In the future the agency will be consolidating all Blackberries under one plan. Therefore to minimize change, the agency asked our team to select and implement the plan they will be using for all Blackberries in the agency sometime in the future. Our office could possibly have a greater savings if we had the ability to pick a less expensive plan. Many cell phone users were either on their own separate plan or combined with one or two other people and cost was substantially higher. Some individual plans were going over their allotted minutes and therefore the additional cost of \$0.25 per minute was added to their bill. Sharing minutes with others in the office should eliminate the additional expense.

## GOALS & MISSION

Provide an overview of the goals and mission of the project

- 1) Save money for the office.
- 2) Provide better future tracking of minutes by having the bill paid out of one office. This will allow easier review of changing plans if needed to stay cost effective.
- 3) New phones ordered will be added to the shared minute plan for best optimal cost savings.

## PERFORMANCE MEASURES

The team will need to show how the improvement will be measured, as the process currently exists, and with the anticipated improvements. Please describe and provide the following:

1. Flow chart showing origins, handling, and destination of the process before and after project.
2. List specific team tasks and their associated costs (current costs of doing business, i.e., number of forms per year, number of forms processed per day, etc.).
3. Process used to track the team's progress.

Performance measures that will be used:

Attached are current spreadsheets showing plans and current costs comparisons. Total savings listed below are based on all recommendations accepted and acted upon. Cost Savings: Blackberries = \$1,834.44; Cell Phones = \$4,002.84; Pagers = \$1,594.44

## TOTAL ANTICIPATED NET SAVINGS AND/OR REVENUE

Please provide information showing how the savings will be derived.

\$ 7,431.72

**Note:** Awards are paid by the agency in which the team is located and/or from the benefiting fund. Awards are based on the total actual net savings or revenue generated by the team during the project period.

## PERCENTAGE OF SAVINGS AND/OR REVENUE THE TEAM IS ENTITLED TO FOR AN AWARD:

25 %



## Recommendations by the CWP Administrative Integration Team

### Blackberries, Cell Phones and Pagers

(Recommendations include OASIS WIC IT since WIC is paying the bill out of their CWP WIC budget. Attached spreadsheets show the usage of all phones and pagers from April 2008 to April 2009.)

#### BLACKBERRIES:

- 8 Blackberries with phone and data capabilities
- 2 Blackberries with phone, data and aircard attached

Original minimum cost:	\$830.57
Agency Selected Plan for all Blackberries:	<u>\$677.70</u>
Total per month savings	\$152.87

Total year savings: \$152.87 x 12 months = \$1,834.44

Plan: All staff with Blackberries will be on a 300 minutes each shared plan.  
10 Blackberries x 300 minutes each = 3000 shared minutes/month

- This plan selected has been determined by the agency to be a shared plan. They plan to put everyone within Department of Health who has a state paid blackberry on one shared plan.

#### CELLPHONES:

20 Cell Phones currently with variety of individual plans and shared plans

Original minimum cost:	\$590.07
All on the same 105 minute shared plan	<u>\$256.50</u>
Total per month savings	\$333.57

Total year savings: \$333.57 x 12 months = \$4,002.84

Plan: All staff with state paid cell phones will be on a 105 minute shared plan (Washington, and parts of Oregon and Idaho – not Nationwide) which will give the whole group a total of 2100 shared minutes. Based on the past year, accumulated totals of minutes used during a month, there were only five months that exceed that total minutes. Based on other projected costs, even paying twenty cents per minute over the 2100 shared minutes, the office still would have saved more than any other optional plan.

#### PAGERS:

10 pagers currently (2 were recently turned off from original 12)

Cost vary per pager	
Total Current Cost per month	\$162.97
2 pagers recommend keeping (one for LATA Team & one for TDAE Team)	<u>\$ 30.10</u>
Total per month savings	\$132.87

Total year savings: \$132.87 x 12 months = \$1,594.44

#### GRAND TOTAL OF SAVINGS FOR THE YEAR:

BLACKBERRIES	\$1,834.44
CELL PHONES	\$4,002.84
PAGERS	<u>\$1,594.44</u>
TOTAL	\$7,431.72

# AGENCY AUTHORIZATION FORM

AGENCY DEPARTMENT OF HEALTH  
 UNIT/DIVISION COMMUNITY AND FAMILY HEALTH, OFFICE OF COMMUNITY WELLNESS & PREVENTION  
 TEAM NAME CWP ADMINISTRATIVE INTEGRATION TEAM

As certified by my signature below, I approve the above named unit/division to participate and receive the agreed upon award in the Teamwork Incentive Program. Awards up to 25 percent of net savings or revenue gains resulting from improvements made during the project period will be distributed according to the agreements made by the agency and team. The Agency Head may determine whether to waive the requirement of signatures from the unit supervisor, and/or fiscal/budget officer. The Agency Head must sign the report if he/she agrees with the team becoming an official Teamwork Incentive Program team.

As certified by my signature below, I have reviewed and agree with the information provided in the team report, and support the team receiving the award recommended in the report.

Marc Harrison 10-1-10  
 AGENCY PRODUCTIVITY BOARD COORDINATOR - MARC HARRISON Date

Mary Selecky 9-30-2010  
 AGENCY HEAD - MARY SELECKY Date

Note: The agency head has the authority to waive the following signatures:

Sue Grinnell 5/5/09  
 UNIT SUPERVISOR - SUE GRINNELL Title/Date

Amy Ferris 5-21-09  
 AGENCY FISCAL OFFICE - AMY FERRIS Title/Date

Jennifer McNamara 5/21/09  
 CHIEF ADMINISTRATOR - JENNIFER MCNAMARA Title/Date



**Note:** Awards are paid by the agency in which the team is located and/or from the benefiting fund. Awards are based on the total actual net savings or revenue generated by the team during the project period. The percent of savings or revenue (up to 25%, with a maximum of \$10,000 per person) the team is entitled to for an award, shall be agreed upon by the agency and team, prior to submitting this report to the Productivity Board.

### TEAM AUTHORIZATION FORM

As certified by my signature below, I approve the application as submitted and agree with the information provided in the report.

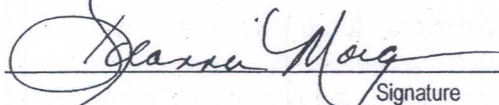
DEANNA MORGAN

TEAM MEMBER NAME (type or print) \_\_\_\_\_

JOB TITLE Office Manager

Phone # 360-236-3670 E-mail Address Deanna.morgan@doh.wa.gov AWARD RATIO 1/5

X

  
Signature

4-30-09

Date

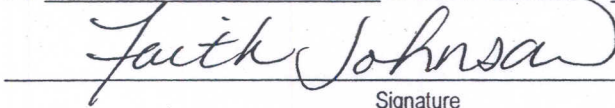
FAITH JOHNSON

TEAM MEMBER NAME (type or print) \_\_\_\_\_

JOB TITLE Secretary Supervisor

Phone # 360-236-3695 E-mail Address faith.johnson@doh.wa.gov AWARD RATIO 1/5

X

  
Signature

4/30/09

Date

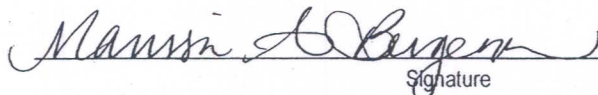
MARISSA BERGENER

TEAM MEMBER NAME (type or print) \_\_\_\_\_

JOB TITLE Administrative Assistant 3

Phone # 360-236-3730 E-mail Address marissa.bergener@doh.wa.gov AWARD RATIO 1/5

X

  
Signature

5.1.09

Date

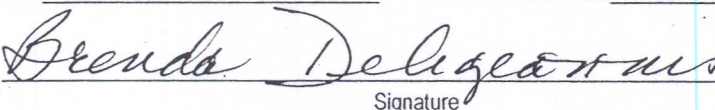
BRENDA DELIGEANNIS

TEAM MEMBER NAME (type or print) \_\_\_\_\_

JOB TITLE Administrative Assistant 3

Phone # 360-236-3784 E-mail Address Brenda.deligeannis@doh.wa.gov AWARD RATIO 1/5

X

  
Signature

5/1/09

Date

MICHELLE OWEN

TEAM MEMBER NAME (type or print) \_\_\_\_\_

JOB TITLE Administrative Assistant 3

Phone # 360-236-3659 E-mail Address michelle.owen@doh.wa.gov AWARD RATIO 1/5

X

  
Signature

5-1-09

Date



## Summary of Brainstorm

Attached is a copy of a summary sheet showing the cost each month since July 2008 to June 2010 for each grouping of bills (cell phone, blackberries and pagers).

Things we noticed throughout the year as we tracked the devices:

1. We were able to observe the usage of each device:
  - a. Amount of minutes used each month,
  - b. How many texts were received and sent,
  - c. Long distance charges and other miscellaneous charges,
  - d. Discover over charges, and
  - e. Confirmed credits have been received.
2. Due to the observation of usage, we were able to communicate information to staff.
3. We also made recommendations to a manager to consider making a change such as discontinuing service due to the lack of usage.
4. As a result, we have disconnected an employee's blackberry due to the lack of usage and therefore will be saving the state an additional \$675.84/year beginning June 2010.

As a team, we recommend the tracking of all devices to continue. We also recommend that the agency looks at an efficient way to track all devices (cell phones, blackberries and pagers) to:

1. Watch for over charges
2. Watch usage and determine whether a device should be discontinued or type of device should be changed (example change from blackberry to cell phone)
3. Keep staff informed on the features and limitations of services provided on their device.
4. Have manager's review to determine any changes are needed in service.

**Department of Health  
Community Wellness and Prevention  
Administrative Lead Team TIP Review  
July 2008 – June 2010**

**Cell Phones:**

Month	Cost for 2008/2009	Cost for 2009/2010	Total Savings
July	287.49	339.65	+52.16
August	979.68	331.36	648.32
September	705.56	415.52	290.04
October	706.95	371.97	334.98
November	705.64	488.57	217.07
December	564.15	336.67	227.48
January	585.10	380.07	205.03
February	586.54	260.06	326.48
March	587.82	305.27	282.55
April	585.65	376.23	209.42
May	754.46	296.45	458.01
June	630.24	297.97	332.27
SubTotal	7679.28	4199.79	3479.49

**Blackberries:**

Month	Cost for 2008/2009	Cost for 2009/2010	Total Savings
July	799.86	791.64	8.22
August	945.19	386.49	558.70
September	927.83	674.60	** 253.23
October	786.07	690.12	95.95
November	1038.39	713.77	324.62
December	1023.21	631.69	391.52
January	896.11	631.41	264.70
February	835.86	627.61	208.25
March	877.93	628.43	249.50
April	784.43	628.17	156.26
May	865.07	628.26	236.81
June	427.16	609.41	(182.25)
Subtotal	10207.11	7641.60	2565.51

\*\* A new had to be purchased to replace a broken one – not expected cost of \$125.93 Therefore, savings for this particular month would have been greater.



COMMUNITY WELLNESS & PREVENTION

Last Name	First Name	Phone #	Jun-09		Jun-10		Jun-10		Jul-08		Jul-08		Jul-09		Jul-09		Jul-09
CELLPHONES			Minutes Used	Cost		Minutes Used	Cost		Minutes Used	Cost		Minutes Used	Cost	Minutes Used	Cost	Credit w/ Switch	
Boysun	Mike	951-3706	355 (377)	\$35.87		86	\$12.66					409(525)	\$35.87	92	-\$18.78		
Davis	Paul	790-0121	no phone														
Zang/Haymond	Keith/Michele	918-1510	19 (28)	\$35.87		146	\$12.66					53(64)	\$35.87	31 (35)	-\$18.78		
Harrelson	Dave	951-9154	116 (150)	\$36.17		266	\$12.66					254(516)	\$35.87	201 (205)	-\$18.78		
Thompson	Julie	280-4138	399 (447)	\$35.87		531	\$12.68					387(446)	\$36.41	233 (241)	-\$18.78		
Huyck	Carla	480-1085	98 (107)	\$35.87		175	\$12.68					93(96)	\$35.89	56 (58)	-\$18.76		
Limtiaco	Frances	790-8727	20(44)	\$34.90		63	\$25.41					13(29)	\$35.08	3 (6)	-\$18.26		
Jansen	Anneke	790-8944	19(45)	\$34.90								0	\$34.90	0	-\$18.26		
Schoengarth	Scott	951-9195	33 (63)	\$36.89		55	\$12.66			-\$5.97		48(64)	\$34.90	22 (34)	-\$18.26		
Hustead	Tim	280-7202	9	\$39.78		31	\$12.66			\$39.74		210(221)	\$39.80	154(238)	-\$5.21		
Beard	Jacqueline	628-2708	1	\$39.87		87	\$12.66			\$39.74		5		82	\$39.78	-\$13.04	
Wilbur	Roland	790-4824	157	\$24.93		5	\$12.66			\$24.32		180	\$24.95	101	-\$11.31		
Beck	Tobin	790-4823	92	\$24.93		82	\$16.00			\$24.32		187	\$24.93	48	-\$11.31		
Turner	Nelson	791-6473	365	\$24.93		81	\$13.79			\$24.32		162	\$24.93	129	-\$10.88		
Hills Lost Phone																	
6/09	Edwin	790-4826	46	\$25.05						\$24.32		0	-\$3.89			CANCEL	
Gerard	Mark	791-5088	89	\$24.93		53	\$13.29			\$24.32		167	\$24.93	38	-\$10.77		
Quick	Geoffrey	790-4825	137	\$24.93		97	\$14.07			\$24.32		72	\$24.93	28	-\$11.31		
WMC Helpdesk Hills	Edwin	584-7660	192	\$24.93		44	\$12.81			\$20.07		90	\$24.93	4	-\$10.88		
WMC Helpdesk- Temps	Dylan/Charlie	789-3897	4	\$24.93		0	\$12.66			\$24.32		5	\$24.93	0	-\$11.31		
Gardner	Barbara	640-3738	17	\$26.36		10	\$12.66					20	\$14.09			-\$6.21	
Gardner	Barbara	640-4656	0	\$14.07								0	\$14.10	0	\$14.07		
Mounin	Todd	878-1874	38	\$24.26		11	\$12.66			\$23.67		93	\$24.26			-\$10.99	
Krogstad	Barbara	742-2928				96	\$12.66										
Boing	Marsha	742-2929				48	\$12.66										
O'Leary	Jean	742-2930				2	\$12.66										
TDAE Team		584-6093				9	\$12.66										
SubTotal				\$630.24			\$297.97			\$287.49			\$547.68		-\$177.79	-\$30.24	



[illegible]



CELL PHONES

v-08		Nov-09		Nov-09		Nov-09		Dec-08		Dec-09		Jan-09		Jan-10		Minutes Used
Cost	Minutes Used	Cost	Minutes Used	Cost	Minutes Used	Cost	Minutes Used	Cost	Minutes Used	Cost	Minutes Used	Cost	Minutes Used	Cost	Minutes Used	
\$40.96	524	\$19.47					86(271)	\$35.07	505	\$13.39	383(484)	\$35.95	461	\$13.00	183	
\$36.13	69	\$19.08					56(78)	\$35.83	187	\$12.98	139(166)	\$35.83	345	\$12.98	425 (482)	
\$36.71	117	\$19.08					283(324)	\$36.04	423	\$13.72	98(150)	\$36.31	152	\$13.96	76 (89)	
\$35.83	104	\$19.08					541(642)	\$35.83	275	\$13.70	759(920)	\$35.83	245	\$17.45	415 (433)	
\$35.87	41	\$19.10					69(90)	\$35.97	82	\$12.98	133(172)	\$35.83	81	\$12.98	72 (113)	
\$34.89	50	\$19.08					95(119)	\$35.17	184	\$13.15	73(95)	\$34.91	56	\$13.00	41 (58)	
\$34.87							13(34)	\$34.87			56(95)	\$34.87			15 (17)	
\$151.79	51	\$19.08					63(115)	\$16.01	29	\$12.98	46(87)	\$36.86	26	\$12.98	28 (45)	
\$39.74	128	\$19.08					110(112)	\$39.74	132	\$12.98	111(120)	\$39.86	90	\$13.21	0	
\$39.74	57	\$21.52					5	\$39.74	76	\$12.98	2	\$39.74	25	\$12.98	65(94)	
\$24.90	40 (49)	\$36.64					84	\$24.90	100 (140)	\$24.60	129	\$24.90	135 (146)	\$24.14	196	
\$24.90	0 (3)	\$35.77					0	\$24.90	10 (27)	\$25.85	0	\$24.90	4 (17)	\$24.12	364	
\$24.90	15 (53)	\$36.42					49	\$24.90	14 (60)	\$24.79	0	\$24.90	14 (39)	\$24.88	0	
\$24.90							129	\$24.90			0	\$24.90			92	
\$24.90	9 (33)	\$35.77					286	\$24.90	26 (86)	\$27.40	20	\$24.90	15 (46)	\$25.49	4	
\$24.90	0 (30)	\$35.77					118	\$25.67	20 (88)	\$24.12	45	\$24.90	24	\$24.12	16	
\$20.57	6	\$19.08					75	\$20.57	28	\$13.13	77	\$20.57	7	\$13.13	164	
\$24.90	0	\$19.08					2(102)	\$24.90	0	\$12.98	99	\$24.90	0	\$12.98	5	
	4	\$19.08					no phone		2	\$12.98	no phone		26	\$12.98	no phone	
							no phone				no phone				no phone	
\$24.24	27	\$30.22					3	\$24.24	37	\$13.02	10	\$24.24	16	\$35.27	0	
		\$15.39							44	\$12.98			145	\$12.98		
		\$15.39							6	\$12.98			1	\$12.98		
		\$15.39							5	\$12.98			18	\$12.98		
							NEW						64	\$21.48		
\$705.64		\$488.57					NEW	\$564.15		\$336.67		\$565.10		\$380.07		



2-09		Feb-10		Mar-09		Mar-09		Mar-10		Apr-09		Apr-10		May-09		May-09		May-10	
Cost	Minutes Used	Cost	Minutes Used	Cost	Minutes Used	Cost	Minutes Used	Cost	Minutes Used	Cost	Minutes Used	Cost	Minutes Used	Cost	Minutes Used	Cost	Minutes Used	Cost	Minutes Used
\$35.73	139	\$14.52	151 (218)	\$35.73	299	\$30.07	90 (114)	\$35.73	633	\$12.81	591(592)	\$149.23	196	\$18.63					
	8		209 (268)	\$35.73	47	\$12.53	134 (157)	\$36.05	39	\$12.53	117(140)	\$35.87	45	\$12.55					
\$35.75	137	\$13.03	122 (127)	\$35.96	157	\$13.28	97 (122)	\$35.87	128	\$12.53	272(287)	\$58.15	131	\$12.57					
\$35.73	181	\$13.03	639 (731)	\$35.73	349	\$13.80	340 (380)	\$35.73	169	\$58.20	1107(1121)	\$41.01	397	\$18.41					
\$35.73	34	\$13.05	74 (105)	\$35.73	69	\$12.53	77 (83)	\$35.75	23	\$12.53	70(71)	\$35.89	53	\$12.57					
\$34.79	61	\$13.05	82 (97)	\$34.77	23	\$12.55	68 (79)	\$34.77	92	\$12.55	131(132)	\$34.90	13	\$12.55					
\$34.77			54 (89)	\$37.06			223 (249)	\$34.81			48	\$34.90							
\$36.25	61	\$13.53	13 (32)	\$34.77	93	\$15.25	116 (140)	\$34.90	77	\$12.53	116(142)	\$34.90	43	\$12.79					
\$39.61	19	\$13.03	89(97)	\$39.61	80	\$12.53	18(19)	\$39.61	100	\$22.92	139(141)	\$39.78	93	\$12.55					
\$39.61	4	\$13.03	15	\$39.61	31	\$12.53	43	\$39.61	16	\$47.69	49(51)	\$39.87	8	\$12.55					
\$24.85	83 (84)	\$6.95	123	\$24.83	363	\$14.87	108	\$24.83	6	\$13.81	298	\$24.93	17	\$12.96					
\$24.83	35	\$7.69	1	\$24.83	150	\$13.25	23	\$24.83	60	\$14.66	30	\$24.93	65	\$14.89					
\$24.83	38 (52)	\$7.78	18	\$24.83	108	\$14.31	27	\$24.83	68	\$14.44	60	\$24.93	37	\$12.86					
\$24.83			0	\$24.83			39	\$24.83			69	\$24.93							
\$24.83	21 (35)	\$6.97	139	\$24.83	75	\$14.81	50	\$24.83	36	\$14.49	130	\$24.93	68	\$13.76					
\$24.83	15	\$6.91	6	\$25.13	7	\$12.55	27	\$24.83	25	\$12.79	131	\$24.93	61	\$16.28					
\$24.83	4	\$13.03	249	\$24.83	3	\$12.68	119	\$24.83	13	\$14.00	306	\$27.36	58	\$12.68					
\$24.83	0	\$13.03	13	\$24.83	0	\$12.53	0	\$24.83	0	\$12.53	0	\$24.93	0	\$12.55					
	0	\$13.03	no phone		27	\$12.53	no phone		1	\$12.53	0	\$23.83	0	\$12.55					
			no phone																
\$24.18	0	\$13.16	1	\$24.18	1	\$12.55	0	\$24.18	13	\$12.53	7	\$24.26	2	\$12.55					
	42	\$13.03			66	\$12.53			57	\$12.53			73	\$12.55					
	0	\$13.03			0	\$12.53			3	\$12.53			3	\$12.55					
	5	\$13.03			6	\$12.53			47	\$12.53			8	\$12.55					
	23	\$13.12			25	\$12.53			10	\$12.57			8	\$12.55					
\$586.54		\$260.06		\$587.82		\$305.27		\$585.65		\$376.23		\$754.46		\$296.45					



Last Name	First Name	Phone #	Jun 09		Jun 09	Jun 10		Jun 10	Jul 08		Jul 08	Jul 09		Jul 09	
BLACKBERRY															
Grinnell	Sue	507-4996	542(573)	\$104.05	-\$52.49	1297(1364)	\$66.43		589(672)	\$112.35	-\$52.54	1	\$70.84		
Aircard - SG		628-4213	included									included			
Charles	Janet	239-9637	2	\$88.00		65 (76)	\$66.43		3(4)	\$72.94		2 (3)	\$70.67		
Aircard - JC		584.6001								\$60.01		included			
Norman	Jan	481-3698	163(189)	\$70.77	-\$31.61	25 (48)	\$56.43		24(68)	\$70.74		6	\$60.19		
Reid	Terry	507-1524	299(357)	\$70.89	-\$47.49	245(289)	\$56.43		118(148)	\$72.94	-\$55.33	5	\$60.19		
Davis	Paul	507-6556	79(132)	\$79.09	-\$53.05	97(113)	\$56.43		7	\$131.85		0	\$60.19		
Joyner	Pama	239-4710	63(79)	\$96.03	-\$82.95	15	\$56.43		660(805)	\$95.78		2	\$60.55		
Druckenmiller	Bethany	584-6338	6	\$96.92	-\$83.73	0	\$56.43	-\$19.90				0	\$60.19		
Kenneweg	Danielle	584-4595	not CWP						0	\$95.76	-\$12.67	not CWP			
Goldsby	Callie	481-9493	15	\$49.69	-\$22.09	14	\$56.43					0	\$60.19	9	\$87.17
Jones	Elitina	489-4127	97	\$50.96	-\$22.14	27 (63)	\$56.43					2 (17)	\$60.19	21(49)	\$87.17
Ferrell	Kevin	790-5699	11	\$88.59	-\$22.09	9	\$56.43					0	\$60.19		
Franklin	Cathy	790-5699							6(7)	\$142.79		no phone			
SubTotal				\$794.99	-\$417.64		\$584.30	-\$19.90		\$855.16	-\$120.54		\$623.39		\$174.34
Chronic Disease (Nutrition)	Checkout	701-7818	0	\$0.00					0	\$24.33					
Chronic Disease (Diabetes)	Checkout	790-8499	0	\$0.00					0	\$40.91					
Jansen/ Tobacco	Anneke	870-1115	unlimited	\$ 49.81			\$ 45.01						\$ 49.81		
Aircard															
SubTotal				\$49.81			\$45.01			\$65.24			\$49.81		
TOTAL				\$1,475.04			\$927.28			\$1,207.89			\$1,220.88		\$170.89
															-\$86.14

NOTE: 105 Shared Minute Plan is only for Washington, Oregon, and Idaho. These are not Nationwide Plans.

	Aug 08	Aug 08	Aug 09		Sep 08	Sep 09	Oct 08	Oct 09	Oct 09	Oct 09	No
446(569)	\$141.03		\$46.69	330 (378_	\$89.86	\$125.93*	\$75.73	\$71.69	\$13.17		714(733)
	\$124.59	-\$17.93		included	\$85.14		\$49.81	323 (335)	181 (184)		
18(19)	\$74.72		\$61.69	0	\$72.95	\$66.69	\$72.95	2	\$13.17		1(3)
	\$60.01			included	\$60.01		\$60.01	\$66.69	0		
19(50)	\$70.75		\$56.69	471 (611)	\$70.75	\$56.69	\$70.77	\$56.69	9 (12)	\$11.17	
78(119)	\$124.61		\$56.69	213 (274)	\$70.89	\$56.69	\$70.87	\$56.69	36 (59)	\$11.17	112(160)
7	\$131.85		\$56.69	82 (164)	\$74.19	\$56.69	\$74.61	\$56.69	6 (11)	\$11.17	94(114)
287(355)	\$95.78		\$56.69	35 (75)	\$95.78	\$56.69	\$95.80	\$56.69	0	\$11.17	99(117)
			\$56.69	1 (3)		\$56.69		\$56.69	1	\$11.17	282
			-\$55.92	0	\$168.48	\$108.98	\$75.74	\$56.69	2	\$11.17	6(7)
			-\$55.92	0		\$108.98		\$56.69	2 (5)	\$11.17	
			\$56.69	7		\$56.69		\$56.69	0	\$11.17	
1	\$72.95			4	\$72.95		\$72.95				4(7)
	\$896.29	-\$17.93	\$336.68		\$861.00	\$624.79	\$719.24	\$591.90	\$115.70		
						* New phone					
5	\$24.93			10	\$24.93		\$24.93				0
89	\$41.90			0	\$41.90		\$41.90				27
			\$ 49.81			\$ 49.81			\$ 9.96	-\$27.44	
	\$66.83		\$49.81		\$66.83	\$49.81	\$66.83	\$0.00	\$9.96	-\$27.44	
	\$1,942.80		\$771.60		\$1,633.39	\$1,090.12	\$1,493.02	\$983.56	\$105.97	-\$54.88	



N 08	Nov 09	Nov 09	Nov 09	Nov 09	Dec 08	Dec 09	Jan 09	Jan 10	Feb
\$149.49	100	\$71.03	288 (366)	\$61.64					414(440)
\$49.81					\$72.94	\$66.64	\$133.48	289 (405)	\$66.64
\$72.94	17	\$71.03	5	\$66.64	\$49.81		\$49.81		
\$60.01			included		\$72.96	\$66.64	\$72.94	3	\$66.64
\$87.55	4 (10)	\$60.36	190(222)	\$56.64	\$60.01		\$60.01		15(24)
\$70.86	4 (5)	\$60.36	69 (76)	\$56.64	\$70.74	\$56.64	\$70.74	4 (9)	\$56.64
\$74.06	0	\$60.36	59 (64)	\$56.64	\$70.86	\$56.64	\$70.88	251 (288)	\$56.64
\$95.78	0	\$60.36	30 (51)	\$56.64	\$79.86	\$56.64	\$79.07	58 (73)	\$56.64
\$162.42	0	\$60.36	0	\$56.64	\$95.76	\$56.64	\$97.27	65 (84)	\$56.64
					\$96.98	\$56.64	\$96.86	103 (104)	\$56.64
\$75.73	0	\$60.36	2 (3)	\$56.64					36(65)
	0	\$60.36	13 (44)	\$57.46	\$75.73	\$56.64	\$75.85	0	\$56.64
	0	\$60.36	9	\$56.64		\$56.92		15 (30)	\$56.64
\$72.94						\$56.64		2	\$56.64
\$971.59		\$624.94		\$582.22	\$73.17		\$72.96		0
					\$818.82	\$586.68	\$879.87		
\$24.92					\$24.92				
					0				
\$41.88					0				
					\$41.88			0	
\$66.80		\$48.01			\$137.59	\$45.01	\$49.81		\$45.01
		\$48.01			\$204.39	\$45.01	\$16.24		\$45.01
\$1,744.03		\$1,161.52		\$582.22		\$968.36	\$1,481.21		\$1,011.48

	Feb 10		Mar 09		Mar 10		Apr 09		Apr 10		May 09		May09		May 10	
b 09																
\$72.81	355	\$66.26	727(759)	\$151.84		558 (656)	\$66.26	286(305)	\$72.81	627(710)	\$66.26	743	\$172.07		490(558)	\$66.32
\$49.81				\$49.81	- \$32.01			Included								
\$72.81	0	\$66.26	30(31)	\$72.81		50(51)	\$66.26	2(5)	\$72.83	10	\$66.26	48(49)	\$87.98		49	\$66.32
								Included				Included				
\$70.61	20 (22)	\$56.26		\$70.65		41 (77)	\$56.26	16(19)	\$70.61	1	\$56.26		\$70.77		4 (10)	\$56.32
\$70.76	134 (151)	\$56.26	92(103)	\$70.76		93 (107)	\$56.26	96(128)	\$70.78	132(182)	\$56.26	89(111)	\$70.89		204 (215)	\$56.32
\$78.92	5 (9)	\$56.26	89(99)	\$78.94		23 (37)	\$56.26	50(61)	\$78.92	175(187)	\$56.26	189(198)	\$79.11		96 (110)	\$56.37
\$95.57	10	\$56.26	156(179)	\$95.57		24 (32)	\$56.26	86(96)	\$95.57	76(79)	\$56.26	37(45)	\$96.05		298(359)	\$56.32
\$96.80	0	\$56.26	5(38)	\$97.32		0	\$56.26	2(7)	\$100.67	0	\$56.26	12	\$96.92		0	\$56.32
\$38.85	0	\$56.26	2	\$49.63		3	\$56.26	16	\$49.63	10 (11)	\$56.26	7	\$49.71		6 (8)	\$56.32
\$66.30	28 (34)	\$56.26	14	\$49.99		10 (28)	\$57.08	52	\$49.99	14 (23)	\$56.80	41	\$50.06		2 (12)	\$56.32
	1	\$56.26				5	\$56.26			10	\$56.26				2 (3)	\$56.32
\$72.81			0	\$72.81				0	\$72.81			0	\$72.98	- \$31.28		
\$766.05		\$582.60		\$860.13	- \$32.01		\$583.42		\$734.62		\$583.14	1212	\$846.54	- \$31.28		\$583.25
\$		\$ 45.01		\$ 49.81					\$ 49.81		\$ 45.03		\$ 49.81			\$ 45.01
\$49.81		\$45.01		\$49.81			\$45.01		\$49.81		\$45.03		\$49.81			\$45.01
\$1,422.40		\$887.67		\$1,497.76	- \$32.01		\$933.70		\$1,370.08		\$1,004.40		\$1,650.81	- \$31.28		\$924.71



# **Washington State Productivity Board**

## **ADOPT REPORT**

November, 2010

### Department of Health

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201000214 Jul2010	Patricia Howse	Olympia	Recognition
<i>Savings/Desc</i>	\$75.00		
<i>Suggestion:</i>	The Department of Health (DOH) should stop printing the Confidential Fax Inbox Report at the Credentialing unit room. This report is not used at that location and is tossed into the recycle bin.		
<i>Evaluation:</i>	The Cannon copier used to print the fax has been reprogrammed to stop printing the fax reports. Estimated first year savings are \$75.00. Since the suggestion falls within the suggesters job duties, recognition will be given to the suggester.		

### Department of Social & Health Services

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201000267 Aug2010	Solveig Tripp	Vancouver	\$200.00
<i>Savings/Desc</i>	\$2,112.00		
<i>Suggestion:</i>	The Department of Social and Health Services (DSHS), Division of Child Support (DCS), should stop including the Statement of Resources and Expenses (18-097) in the certified mailing of the Notice of Support Debt and Demand for Payment		
<i>Evaluation:</i>	The Statement of Resources and Expenses is an information gathering form regarding the income and expenses of the individual to whom it is directed. The Notice of Support Debt and Demand for Payment is a notice required prior to commencement of enforcement activity. Though the Statement of Resources and Expenses form has been included in the mailed packet since at least 1995, staff report that it is seldom, if ever, completed and returned. The Statement of Resources is not required to be completed and returned as the basis for or to prevent certain actions by DCS. Eliminating this form from the mailing is estimated to show a first year savings of \$2,112.00. Since this suggestion falls within the suggesters job duties, a recognition award is recommended to the suggester.		



### Department of Social & Health Services

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201000030 Feb2010	Crystal Valois	Lakewood	\$298.61

*Savings/Desc* \$2,986.00

*Suggestion:* The Department of Social and Health Services (DSHS) should eliminate the 45-50 cell phones at Western State Hospital that are not in use.

*Evaluation:* Modified adopt. The Safety Committee requires all wards to have cell phones issued to staff when escorting patients on grounds. In researching this suggestion, it was discovered there was a group of "Push to Talk" cell phones no longer being used which have now been eliminated. First year savings are estimated to be \$2,986.01. A 10% monetary award is recommended for this idea.

### Department of Veteran's Affairs

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201000299 Aug2010	James Chapin	Olympia	Recognition

*Savings/Desc* \$54.00

*Suggestion:* The Department of Veterans Affairs (DVA) should switch employees who have multiple phones (desk and cell) to a cell phone only plan.

*Evaluation:* The VA Information Services department implemented this suggestion. Considering initial equipment purchase costs, it is estimated first year savings will be \$54.40. Recognition for the suggestion is granted.

# **Washington State Productivity Board**

## **NON-ADOPT REPORT**

November, 2010



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**Attorney General's Office**

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**Suggestion Number**                      **Entry Date:**

201000274                                      Aug2010

**Suggestion:**      The Office of the Attorney General (AG) should allow private attorneys to defend appeals of the Department of Ecology's Water Quality Program enforcement actions.

**Evaluation:**      Requires statutory change that the agency does not support seeking at this time. Current statute states it is the office of the attorney general that will represent agencies in all judicial and quasi-judicial proceedings. In addition, statute requires that all water quality penalties be deposited into the Costal Protection Fund for the purpose of restoring natural resources, and allowing private attorneys to defend appeals for Water Quality enforcement would go against that.

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**Attorney General's Office**

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**Suggestion Number**                      **Entry Date:**

201000292                                      Aug2010

**Suggestion:**      Washington State should amend the public records act such that all fines/penalties and monetary settlements under the act would go to the general fund.

**Evaluation:**      Not a new idea. The proposed legislative amendment to the Public Records Act has been under consideration by the Legislature in previous variations during past sessions. The AG will continue to propose legislation consistent with previous attempts to remove the lottery aspect out of the Public Records Act.

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**Clark College**

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**Suggestion Number**                      **Entry Date:**

201000291                                      Aug2010

**Suggestion:**      Clark College should look into annexing Lower Columbia College into a satellite campus to serve the community north of Vancouver instead of building a new campus.

**Evaluation:**      Clark College believes that annexing Lower Columbia College would not meet the indigenous needs of either institution or community. This suggestion would also require statutory action to change the service boundaries of both institutions.

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**Department of Fish and Wildlife**

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***Suggestion Number***                      ***Entry Date:***

201000300                                      Aug2010

***Suggestion:***      The Department of Fish & Wildlife (DFW) should implement the use of the Travel and Expense Management System (TEMS) instead of processing travel reimbursements on paper by hand.

***Evaluation:***      Not a new idea. DFW has reviewed the TEMS multiple times since its implementation and most recently in May 2010. We agree with the efficiencies identified in the employee suggestion; however there are additional costs to utilizing TEMS not mentioned such as set-up and administration by IT staff and program administrators. TEMS does not eliminate the need for employees to submit original receipts, thus DFW located statewide would still need to print the travel voucher, attach the receipts, and submit them for auditing purposes. This process ensures internal quality controls of our travel payment documents.

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**Department of Fish and Wildlife**

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***Suggestion Number***                      ***Entry Date:***

201000341                                      Oct2010

***Suggestion:***      The Department of Fish & Wildlife (DFW) and other state agencies should have employees who send out mass emails, when appropriate, use the "expire" function already available in their email software package so that such emails automatically self-delete from everyone's inboxes when their utility is expected to expire.

***Evaluation:***      DFW uses Department of Information Services (DIS) email vault service to manage email and meet the data retention requirements of the state. The vault service automatically expires email and performs a "data de-duplication" that only retains a single copy of an email, even when the email was sent to a large distribution. The DIS vault service replaces the built-in Outlook archive and expiration functionality.

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**Department of General Administration**

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***Suggestion Number***                      ***Entry Date:***

201000317                                      Sep2010

***Suggestion:***      The Department of General Administration (GA) should require a performance reference from contractors when awarding public works contracts.

***Evaluation:***      Public work statutes would have to be changed to implement a mandatory evaluation system or a mandatory pre-bid meeting for all projects that we do not support at this time. GA currently places "responsibility criteria" into the bid documents for all projects greater than \$1 million. As an example, a contractor must demonstrate they have a certain level of experience as a company, their superintendent has applicable experience, and reference checks relative to the previous projects are satisfactory or better.



#### Department of General Administration

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<i>Suggestion Number</i>	<i>Entry Date:</i>
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201000282	Aug2010
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**Suggestion:** The Department of General Administration (GA) should ensure that reflective window treatments are included on the building to cut down on energy costs.

**Evaluation:** Reflective window treatment (or film) was a common method of dealing with solar glare and heat gain at a time when most windows were single glazed. Modern technology has improved the manufacturing of window, and insulated glass with low-e coating effectively replacing the traditional window film.

#### Department of Health

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<i>Suggestion Number</i>	<i>Entry Date:</i>
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201000316	Sep2010
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**Suggestion:** The Department of Health (DOH) should stop sending out traditional paper renewal of credential licensing reminders and instead email renewal reminders with a direct link to renew online.

**Evaluation:** While the recommendation has considerable merit and DOH supports the reduction of costs, offering a greater customer convenience, and being more environmentally friendly, the recommendation is not feasible at this time. Converting to an alternative license renewal notification systems would require considerable fiscal resources, time, additional staff, and internal systems changes which are prohibitive given the current economic environment.

#### Department of Labor & Industries

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<i>Suggestion Number</i>	<i>Entry Date:</i>
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201000221	Jul2010
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**Suggestion:** The Department of Labor & Industries (L&I) should convert or replace the auto-flush toilets with low-water flush toilets that give the choice between flushing solids or liquids.

**Evaluation:** Cost outweighs the benefits. After much research, it was found it would take 7-9 years to payback the initial cost of replacing 88 women's toilets to toilets that give the choice of flushing style. During the current state economy, expending between \$66,000 and \$85,000 with such an extended payback period is not feasible.

#### Department of Labor & Industries

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<i>Suggestion Number</i>	<i>Entry Date:</i>
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201000250	Aug2010
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**Suggestion:** The Department of Labor & Industries (L&I) should have the mileage report due at the same time as the month end reports.

**Evaluation:** Training issue. Both the mileage report and month-end report are due at the same time each month.

### Department of Licensing

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**Suggestion Number**      **Entry Date:**

201000255      Aug2010

**Suggestion:**      The Department of Licensing (DOL) should allow citizens to purchase both an ID card and driver's license.

**Evaluation:**      Allowing citizens to purchase both forms of ID would increase the opportunity for identity theft and fraud. New federal requirements will soon be implemented that prohibits an individual from holding both documents.

### Department of Social & Health Services

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**Suggestion Number**      **Entry Date:**

201000265      Aug2010

**Suggestion:**      The Department of Social and Health Services (DSHS) should change the practice to allow a Support Enforcement Officer (SEO) to review the case and determine if the case may or may not meet criteria prior to sending a Notice of Review packet.

**Evaluation:**      Not a new idea. This idea was first discussed in 2006. The Division of Child Support (DCS) is the agency charged with administering the child support enforcement program. Allowing the Support Enforcement Officer to determine if the case needs review injects subjectivity into the process. This process has been tasked to the DCS Information Technology department to create an automated evaluation of cases as a first step. This automated evaluation will take the place of the individualized determination by the support enforcement office that is contained in this suggestion.

### Department of Social & Health Services

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**Suggestion Number**      **Entry Date:**

201000266      Aug2010

**Suggestion:**      The Department of Social and Health Services (DSHS), Division of Child Support (DCS), should stop including the Statement of Resources and Expenses (18-097) in the certified mailing of the Notice of Noncompliance and Intent to Suspend Licenses.

**Evaluation:**      This is a coercive remedy based on the idea that the difficulties created for the non-custodial parent through loss of a license are sufficient to convince the obligor parent to arrange his financial situation to allow for the payment of child support. Obligor parents are encouraged to enter into payment plans in order to avoid actually having a license suspended. Sending notice by certified mail is mandated by legislature and gives the non-custodial parent opportunity to be heard by an administrative law judge. The Statement of Resources and Expenses (18-097) provides the non-custodial parent the opportunity to give DCS or an administrative law judge the information needed to make a payment agreement that complies with state law.



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Department of Social & Health Services

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***Suggestion Number***

***Entry Date:***

201000268

Aug2010

***Suggestion:*** The Department of Social and Health Services (DSHS), Division of Child Support (DCS), should stop including the Statement of Resources and Expenses (18-097) in the certified mailing of the Notice of Support Owed.

***Evaluation:*** The Notice of Support Owed addresses situations where the support obligation is set by a formula. Some of those formulas may be related to the economic circumstances or the household composition of the obligor. The Statement of Resources and Expenses provides an organized way for the obligor to present information pertinent to their case and it is also a useful tool for the claims officer assigned to the hearing when attempting to settle a case.

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Department of Social & Health Services

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***Suggestion Number***

***Entry Date:***

201000272

Aug2010

***Suggestion:*** For recipients of Medicaid benefits that require premium payments, the Department of Social and Health Services (DSHS) should move toward allowing clients options for automated payments via electronic/automatic withdrawal or possible phone-in payments to avoid multiple mailings and phone calls.

***Evaluation:*** Not a new idea. The suggestion is an excellent one! The Office of Financial Recovery (OFR) has previously evaluated the use of automated payments and credit cards and was prepared to implement the process in 2008. However, the start-up costs exceeded \$100,000 and no funding was available within DSHS. While this suggestion has merit, the costs currently exceed the available resources until the state budget situation improves.

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Department of Social & Health Services

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***Suggestion Number***

***Entry Date:***

201000253

Aug2010

***Suggestion:*** The Department of Social and Health Services (DSHS) should update the Non Custodial Parent Screen with the suggester's ideas to improve the data being sent to the Division of Child Support.

***Evaluation:*** Not a new idea. In March 2006 this very idea was discussed. While the department would like to see these changes occur in the future, our automated system support staff has not been able to integrate the two systems due to the extensive resources required.

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**Department of Social & Health Services**

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***Suggestion Number***                      ***Entry Date:***

201000286                                      Aug2010

***Suggestion:***      When an incarcerated individual belongs to a federally recognized tribe, the Department of Corrections and Department of Social and Health Services should seek reimbursement from the Indian Health Service for health care, mental health, drug/alcohol counseling and dental costs.

***Evaluation:***      Requires statutory change. Indian Health Services is a payer of last resort for health care. Clients must first be denied benefits under the state Medicaid Plan to access medical services in the defined service area. This is a Federal statute.

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**Department of Social & Health Services**

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***Suggestion Number***                      ***Entry Date:***

201000310                                      Sep2010

***Suggestion:***      The Department of Social and Health Services (DSHS), Western State Hospital (WSH), should provide Adobe Acrobat 9 to the Nursing Administration and Hospital Improvement Department. This program would allow for the creation of electronic forms.

***Evaluation:***      Training issue that has been discussed with the suggester. Creating forms can be accomplished using standard software already installed on all WSH computers.

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**Department of Social & Health Services**

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***Suggestion Number***                      ***Entry Date:***

201000297                                      Aug2010

***Suggestion:***      The Department of Social and Health Services (DSHS), Residential Care Services (RCS), should no longer send No Deficiency letters by certified mail, but by regular mail instead since the facilities are briefed upon exit if it is a no deficiency inspection.

***Evaluation:***      Not a new idea. RCS sends regulatory communication via certified mail to licensed providers. In response to suggestions since 2007, RCS has been exploring the feasibility of using other methods, including regular mail, to provide legal notice to providers. In January 2010, statute was modified and the process in being modified to be consistent with the new rules and allow for delivery of many types of regulatory communication by other than certified mail.

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**Department of Social & Health Services**

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***Suggestion Number***                      ***Entry Date:***

201000315                                      Sep2010

***Suggestion:***      The Department of Social and Health Services (DSHS), Division of Child Support (DCS), should report all suspected cases of fraud to the Department of Fraud Investigation (DFI) using their electronic online form only.

***Evaluation:***      Training issue. Per the DCS handbook, DCS staff are instructed to use the DFI electronic online form to report suspected cases of fraud. They can also call the fraud hotline or send an email to the community service office worker. All options should be available to DCS depending upon the circumstances of a particular case.



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Department of Social & Health Services

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*Suggestion Number*

*Entry Date:*

201000342

Oct2010

*Suggestion:* The Department of Social & Health Services (DSHS) should have the Rights and Responsibilities letter be a default attachment for all approval letters instead of having to add it as an attachment.

*Evaluation:* The Rights and Responsibilities form must be provided to the client at or before the application or eligibility review interview. Sending the document only with an approval or denial letter is too late in the process.

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Department of Social & Health Services

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*Suggestion Number*

*Entry Date:*

201000318

Sep2010

*Suggestion:* The Department of Social and Health Services (DSHS), Division of Developmental Disabilities (DDD) should pay providers on the tenth of the hour instead of rounding up to the whole hour.

*Evaluation:* Not a new idea. This was first discussed in June of 2009. The implementation of Provider One, Phase 2 in 2012 will mandate providers validate time worked on their invoices in 15 minute increments.

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Department of Social & Health Services

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*Suggestion Number*

*Entry Date:*

201000320

Sep2010

*Suggestion:* The Department of Social and Health Services (DSHS), Western State Hospital (WSH) should create a centralized online conference room reservation system.

*Evaluation:* Not a new idea. This was first discussed in 2004 when the design specifications to build the current system were collected, it was made clear to Information Technology that owners of conference/training rooms were willing to share schedules of rooms but they did not want to relinquish control of those rooms by having a centralized reservation system. The owners wanted users to contact designated staff for reservations. The current process is not time intensive and the cost to modify existing applications is cost prohibitive.

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Department of Social & Health Services

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*Suggestion Number*

*Entry Date:*

201000324

Sep2010

*Suggestion:* The Department of Social and Health Services (DSHS), Division of Child Support (DCS), should stop sending Income Withholding Orders (09-857) and National Medical Support Notices (09-727) certified mail.

*Evaluation:* Training issue that has been discussed with the suggester. Initial mailings of Income Withholding Orders and National Medical Support Notices are sent regular mail. If an employer is identified with a history of non-cooperation and/or if the notices are being sent for a second time in preparation for non-cooperation, it is then appropriate to send these documents by certified mail.

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Department of Social & Health Services

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*Suggestion Number*      *Entry Date:*

201000326      Sep2010

*Suggestion:*      The Department of Social and Health Services (DSHS) should change Leave Tracker so the time and attendance report can be completed by the employee and submitted to the supervisor for approval electronically, just as the leave requests are. No paper, less staff time, no postage and no storage space needed.

*Evaluation:*      Not a new idea. This idea was discussed in March 2010. Leave Tracker is being utilized "as is" with minimal modification abilities as an interim solution for leave tracking. This is necessary at the current time due to reductions in staffing and programming resources. Those reductions prevent the consideration of modification for the purpose suggested at the present time.

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Department of Social & Health Services

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*Suggestion Number*      *Entry Date:*

201000329      Sep2010

*Suggestion:*      For non-assistance cases, the Department of Social and Health Services (DSHS), Division of Child Support (DCS), should discontinue paying the \$15 filing fee for paternity affidavits.

*Evaluation:*      Upon request, DCS pays the Department of Health filing fee of \$15 for completed Voluntary Acknowledgement of Paternity forms. The suggestion requests DCS discontinue paying the fee and shift the fee burden from the state to individuals. Most of the people who request this service will need paternity establishment services within 5 years after the child's birth. Not only is it beneficial to the child and family to have a determination of paternity at the earliest point, the voluntary affidavit process saves the state significant amounts of money in the long term.

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Department of Transportation

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*Suggestion Number*      *Entry Date:*

201000138      Apr2010

*Suggestion:*      The Department of Transportation (DOT) should have a Public-Private partnership, similar to what the State of Massachusetts is implementing, for real time traffic information.

*Evaluation:*      The savings Massachusetts realized is tied to their elimination of 12 positions which provided live operator service to callers using their 511 system. Washington's 511 system does not have live operators and is completely automated; it leverages data already posted to the web. The opportunity to save money similar to Massachusetts does not exist here.



#### Department of Transportation

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<i>Suggestion Number</i>	<i>Entry Date:</i>
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201000311	Sep2010
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**Suggestion:** State agencies should not replace batteries in clocks during daylight savings time, but only when needed.

**Evaluation:** Not a new idea. This idea was tested in 2005, and it was found the clocks stopped working properly at about 9 months without a battery change. The change of batteries is accomplished at the same time the clocks are being serviced for Daylight Savings Time, thus the service hours are the same. It is notable that most new buildings have electronic clocks which are hard wired and change to Daylight Savings Time automatically.

#### Department of Transportation

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<i>Suggestion Number</i>	<i>Entry Date:</i>
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201000305	Sep2010
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**Suggestion:** The Department of Transportation (DOT) should contract to local logging companies to remove useable trees that the state could sell to help out the transportation budget. In addition, this would prevent the trees from blocking the sun during icy mornings so it could help melt the snow and ice making the highways safer.

**Evaluation:** Cost outweighs benefits. DOT has found that where we have removed the tree canopy from along the roadside, nuisance and noxious weeds proliferate in the absence of shade. We do remove trees from the recovery zone as a matter of policy and safety. As for the sale of timber, any timber of value on state property is subject to bid. This also requires traffic control, access for large equipment, administrative oversight and paperwork, and a high degree of risk. The right of way is simply not a good tree farm for profit.

#### Parks & Recreation Commission

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<i>Suggestion Number</i>	<i>Entry Date:</i>
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201000307	Sep2010
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**Suggestion:** The Washington State Parks & Recreation Commission (P&R) should limit the types of everyday office supplies offered to employees to cut down on supply costs.

**Evaluation:** Training issue. We currently stock a supply of standard office items for the use by agency HQ staff that can be picked up during regular business hours in the warehouse. Staff can also request special supply orders (items not routinely stocked) through the supply warehouse via email. These requests are subject to approval.